

**From:** [Bridgette Lodwig](#)  
**To:** [Joyce Raftery](#); [Elizabeth Keys](#)  
**Subject:** FW: Form submission from: Citizen Board/Committee Application  
**Date:** Tuesday, August 3, 2021 1:40:10 PM

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**From:** Deltona FL via Deltona FL <cmsmailer@civicplus.com>  
**Sent:** Tuesday, August 3, 2021 1:40 PM  
**To:** Bridgette Lodwig <BLodwig@deltonafl.gov>  
**Subject:** Form submission from: Citizen Board/Committee Application

Submitted on Tuesday, August 3, 2021 - 1:39pm  
Submitted by anonymous user: 165.225.222.235  
Submitted values are:

Choose from the following:

- Affordable Housing Advisory Committee
- Economic Development Advisory Board
- Planning & Zoning Board

Name: Tyran Basil

Email: [votetyran@gmail.com](mailto:votetyran@gmail.com)

Address: 1447 East Lombardy Drive

City, State, Zip Code: Deltona, FL, 32725

Phone: 321-525-1951

Alt/Cell Phone:

Fax:

Organization: Volusia County DEC

Number of Years as a Deltona Resident: 6 - 10 Years

What Commission district do you reside in? District 3

Are you a registered voter in Volusia County? Yes

Who is your employer? (Please include number of years, address, phone number and title/position): Liberty Mutual- 1 Year, 1000 AAA Dr, Lake Mary, FL 32746, 407-833-3885, Casualty Claims Adjuster

Please summarize your work experience.:

Claims Resolution Specialist II – Casualty Claims

Liberty Mutual Insurance

Aug 2021 – Present

- Manages, investigates, and resolves unrepresented Bodily Injury claims. Investigates and evaluates coverage, liability, damages, and settles claims within prescribed authority levels
- Identifies potential suspicious claims and refers to SIU and identifies opportunities for third party subrogation
- Communicates with policyholders, witnesses, and claimants in order to gather information regarding claims, refers tasks to auxiliary resources as necessary, and advise as to proper course of action. Responds to various written and telephone inquiries including status reports
- Accountable for security of financial processing of claims, as well as security information contained in claims files
- Makes effective use of loss management techniques. Negotiates settlements with attorneys, claimants, and/or co-defendants. Arranges for expert inspections involving third party or

potential fraud actions as needed

- Ensures adequacy of reserves

Senior Team Leader –Customer Experience and Operations

Sykes Enterprises, Incorporated

Apr 2018 – Jul 2021

- Customer experience leader for 7-11 Team Managers with over 150 customer experience agents that worked on multiple projects simultaneously
- Create robust and powerful PowerPoint presentation weekly, monthly, and quarterly to discuss strategic changes, data insights, and business overviews
- Develop proposals grounded in research and data analysis to implement strategic changes to improve the customer experience
- Calculate and assess monthly rewards budget by recommending and negotiating changes where appropriate to support business goals

Team Leader - Customer Experience and Operations

Sykes Enterprises, Incorporated

May 2017 – Apr 2018

- Customer experience leader for a team consisting of up to 25 Accountant Group phone agents
- Team met KPIs, Quality of Service goals for 12 consecutive months
- Make recommendation and delivered corrective actions by Investigating at risk agents
- Inspect and verify quality of direct reports case work and handled complex escalations as needed

Tier II/Tier I Agent – Customer Experience and Operations

Frontier Communications/Sykes Enterprises, Incorporated

Oct 2014 – May 2017

- Managed and resolved large cases to ensure timely resolution rates
- Communicated with customers to resolve technical issues in a timely manner
- Investigate and resolved payroll related issues to ensure high issue resolution scores
- Negotiated and closed sales for Enterprise level Accounting software

Cashier/Customer Service Staff

Publix Super Markets

Oct 2008 – Jan 2015

- Provided the highest level of customer service
- Calculated daily sales through Back Office Accounting software

List any volunteer service organizations, clubs, or professional societies you are a member of and give the positions or titles you have held.:

Volusia County DEC- Member of Rules and Audit Committee

Sigma Beta Delta Honor Society- Member

Volusia Young Democrats- Former Treasurer

Have you ever served on a committee or advisory board? If so, give the details, including any positions held. Have you ever held public office? If so, give the details, including offices involved, whether elected or appointed, and the length of service.: Precinct Committeeman (Elected 08/2020-08/2024)

Describe any additional knowledge, skill, education, or experience you have, which would assist you in the duties of this Board/Committee.:

Bachelor of Arts Degree- Business Administration- Magna Cum Laude (University of Arizona

Global Campus)  
Completed the Honors College Scholar Program

Author:

Effective Leadership in the 21st Century: How to Cultivate and Build Leaders (2021)-  
Independently Published (Amazon)

Extensive knowledge and experience in leadership performance management, strategic planning, data analysis, leveraging strategic partnerships, and leadership development

Explain why you want to serve on this Board/Committee, and include any potential contribution you selection would bring.: I want to serve on the Deltona Boards and Committees because I think I have a lot to offer. During my time at the University of Arizona Global Campus, I wrote several papers on the importance of being a local leader and that starts with serving on volunteer boards and committees. I have years of research experience and led me to writing my first book on Leadership in the 21st Century. I want to use those research skills and my leadership experience to serve on these boards and committees. I have also spent years as a leader in Sykes (Florida BPO company with a location in Deland, FL). That work experience have equipped me with skills such as strategic thinking, planning and execution, PowerPoint presentation skills, data analysis and proposal drafting. I intend to put those learned skills to use on these boards and committees, if selected.

Potential conflict of interest: Do you do business, or are you engaged in the management of any business enterprise that has a financial interest with the City of Deltona? Please give details, including the name of the enterprise, the nature of the business, and the position you hold.: I do not currently have any conflict of Interest in the City of Deltona.

Have you ever been convicted for violation of any federal, state, county, or municipal law, regulation, or ordinance? If so, give details. Do not include traffic violations or fines of \$100 or less that were imposed, unless it also included a jail sentence.: No

List names, addresses, and telephone numbers of at least three persons who are in a position to comment on your qualifications and of whom inquiry may be made by the City of Deltona.:

Salvador Valdivia - 386-624-2857

Kayla Snider - 386-785-4252

Lisa Cowsert - 386-956-5768

Additional Information or Comments:

The results of this submission may be viewed at:

<https://www.deltonafl.gov/node/24953/submission/76701>